

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

MILTON L. GREED

Address:

4616 FM 198 W ENLOR, TX. 75441

Telephone:

903-395-2895

Date:

15 FEB 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

22-025



03/02/2011

MILTON L GREEN

4616 FM 198 W
ENLOE, TX 75441

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

Docket :1362636

Page nbr:

22-026

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
--------------------------------	------------------------------	--

e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
----------	------------------------------	--

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Cooper on occ. Paris daily

22-027

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☒ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Paris☒ Personal needs Paris☒ Banking Paris☐ Employment☒ Social needs Paris

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Roger & Mardith Clements

Address:

PO Box 15 Embree, TX

Telephone:

903-249-6284

Date:

2/8/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Docket :1362636

Page nbr:

22-028

03/02/2011

ROGER & MIDRITH CLEMENTS

PO BOX 0015

ENLOE, TX 75441

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

Docket :1362636

Page nbr:

22-029

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

22-030

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

DONNA KING

Address:

P.O. Box 2, Enloe, TX 75441

Telephone:

(903) 395-4691

Date:

2-16-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I do not want the Enloe Post Office to close. I work out of town and am not home when the mail man would come by. I mail packages to my grandchildren and it would be very inconvenient to have to go to another Post office. I do not have a computer at home, and I pay all my bills by checks through the mail. I have been a victim of identity theft, and so I do not want any mail from a mail box on the side of the road. Donna King

22-031



03/02/2011

DONNA KING

PO BOX 002

ENLOE, TX 75441

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

22-032

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
--------------------------------	------------------------------	--

e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
----------	------------------------------	--

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

22-033

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Paris

Sulphur Springs

☒ Personal needs

Paris

Sulphur Springs

☒ Banking

Sulphur Springs

☐ Employment☒ Social needs

Paris

Sulphur Springs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Joe Foust

Address:

2283 FM 2949 North Cooper, Texas 75432

Telephone:

903-395-3357

Date:

2/16/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Don't close the post office
Gas is too high

22-034



03/02/2011

JOE FOUST

2283 FM 2949 N
COOPER, TX 75432

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

Docket :1362636

Page nbr:

22-035

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Cooper Texas Post Office

22-036

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I do not have mor, do I want carrier route
delivery service. Medications are shipped to me monthly.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Cooper Texas, Commerce Texas, Paris Texas, Sulphur Springs Texas
☒ Personal needs Paris Texas
☒ Banking Commerce Texas
☐ Employment
☒ Social needs Sulphur Springs Texas

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Brenda Gabbard

Address: PO Box 176, Enloe TX 75441

Telephone: 903-395-3252

Date: 2/17/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/02/2011

BRENDA GABBARD

PO BOX 176
ENLOE, TX 75441

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

Docket :1362636

Page nbr:

22-038

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

22-039

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping DELE & LUMAS, HUNTS + HOPKINS COUNTIES
- ☒ Personal needs SAME
- ☒ Banking ENJOE TEX
- ☐ Employment REFUSED
- ☒ Social needs ALL OF ABOVE

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ NoName: JERRY JONES & PATRONIA JONESAddress: P.O. BOX 154 ENJOE TEX 75440Telephone: 903-395-2229Date: 2-21-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

(WE NEED OUR POST OFFICE) MANY OF US RECEIVE OUR MEDICATIONS THROUGH THE MAIL AND SOME OF MY SHIPMENTS ARE TO LARGE TO PUT IN A MAIL BOX AND SOME CANNOT BE EXPOSED TO EXTREME HEAT OR COLD. TO CLOSE THIS POST OFFICE WOULD CAUSE A GREAT HANDSHP ON THE ELDERLY + THE DISABLED + THE POOR



22-040

03/02/2011

JERRY & PATRONIA JONES

PO BOX 154
ENLOE, TX 75441

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.
- You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

Docket :1362636

Page nbr:

22-041

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

Helps to let community know whats going on

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

22-042

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain: I don't like my mail to be out in open.
I like it to available only to me

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Paris</u>
<input checked="" type="checkbox"/>	Personal needs	<u>Cooper</u>
<input checked="" type="checkbox"/>	Banking	<u>Paris</u>
<input checked="" type="checkbox"/>	Employment	<u>Cooper</u>
<input checked="" type="checkbox"/>	Social needs	<u>Cooper</u>

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Angela + Regan Heath

Address: P.O. Box 46 Encke Tx 75441

Telephone: 903-739-5426

Date: 2-10-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



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22-043

03/02/2011

ANGELA & REGAN HEATH

PO BOX 46
ENLOE, TX 75441

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the ENLOE Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the ENLOE Post Office should be pursued, a formal proposal will be posted in the ENLOE Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

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22-044

1. Please check the appropriate box to indicate whether you used the ENLOE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

22-045

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain: Timing of mail delivery / pick-up service is not dependable. Need personal contact many times and that is not assured with carrier route delivery.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Dean Lillian

Address:

P.O. Box 148 Enloe Tn 37544

Telephone:

903-395-4479

Date:

2-23-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

These comments were prepared and presented at the Enloe Community Center on 2-23-2011 in regard to a change to Rural Route Service, with Post Office box service available (at increased fees) from the Cooper P.O. and the closing of the Enloe P.O.

Comments:

First let me say we appreciate the opportunity to ask questions and offer ~~comm~~ comments regarding the future of the Enloe Post Office.

Regarding the option of moving to Cooper for box service should the Enloe PO be declared for closing my concerns are:

1. Increased cost in the form of increased box rental (\$24 yr. for us for the same size box from \$76 to \$100 annually).
2. Driving distance equal to 10 miles round-trip from Enloe to Cooper 6 days a week compared to only a few blocks with our present PO.
3. Increase in gas expenses for these trips as a daily trip to Cooper is not always needed by us or at a time when the PO is open for service.

$$(10 \text{ mi per day} \times 24 \text{ days per mo} = 240 \text{ miles} \\ \text{(allowing for Sundays and holidays)}) \\ 240 \text{ mi} = 12 \text{ gal gas} \times \$3 \text{ per gal} = \$36 \text{ per mo cost} \\ (\text{@ } 20 \text{ mi per gal})$$

22-046a

This is extra gas cost for receiving mailing services for our household.

4. No handicap entrances at Cooper PO
5. Some Enloe residents who would prefer box services (as well as window services) are unable to make this drive into town themselves.

In regard to a home delivery route my concerns include:

1. Expense of buying a box and getting it in place for home delivery (time frame) so that service begins timely as address is changed.
Expense of maintaining box in good condition.
2. Increased possibility of Identity theft with personal/business mail exposed at/in roadside box.
3. Possibility of theft of money left in roadside box for services offered through the route carrier/po.
4. Reliability of delivery (i.e. time mail arrives and is picked up) as opposed to timely window services. Many times mail delivery is needed prior to out-of-town trips so business can be taken care of without return trips due to slow/untimely mail delivery

Names and addresses of people requesting
to be included with this document.

Carol Hootton

P.O. Box 31

Enloe, Texas 75441

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22-049

Donna King

P.O. Box 2

Enloe, TX 75441

Bob Canyon

75 441

Joseph & Pat Gilean

2039 FM 1742

Cooper, TX 75432

JoAnne Crandall

P.O. Box 162

Enloe Texas
75441

Gerry & Patricia Jones

P.O. Box 154

Enloe, Tex 75441

Carol B King

P.O. Box 143

Enloe TX 75441

2039 FM 1742
Cooper, TX 75432
March 1, 2011

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22-050

United States Postal Service
Consumer Affairs Manager
951 W Bethel Road
Coppell, TX 75099-9631

Dear Sir/Madam:

On 2/23/2011, a meeting was held at The Enloe Community Center, Enloe, TX regarding the possibility of closing the local post office. Please note that I am strongly opposed to this action. We were told at the meeting that we were being given an opportunity to respond with our comments and observations and this is my response.

I am opposed to the action under consideration being taken for the following reasons:

1.

I am currently a rural mail customer, but I buy my stamps, mail my packages, and get information on current rates and options available at the Enloe Post Office. I do not have an internet service provider nor do I have the desire to do my postal business via the internet, should I ever obtain an internet provider. This is a rural community and our post office is very important to us. Our current mail carrier is not timely at all in delivering our mail – he may come at 9:00 AM one day and not appear until 3:30 PM another day. Our delivery times, I understand can vary following a holiday, but this is in months when there has been no holiday. I do not like the fact that I cannot predict when my mail will arrive in order to put our letters for pick-up. With identity theft so prevalent now, I will not put out mail that has a personal check inside (payment of utility bills, credit card statements, etc.) due to the fact that our personal information is contained therein. Our daughter lives down the road and she has had mail stolen from her box – we cannot see her mailbox from our house—and she has been most upset. She has her packages sent to our address, c/o of me, as well as her financial mail documents to avoid having it stolen again. She reported each theft, but nothing was done and as I feel the USPS does not have the personnel nor time to investigate such matters. It is difficult to find thieves by trained personnel, and I would think it would be harder for you guys.

2.

The Enloe Post Office is handicap accessible. We were told that boxes would be moved to Cooper, that building is **NOT handicap accessible**. I have had surgery on both knees and it is most difficult to climb the steps over there. Furthermore, the Cooper Post Office has very little parking (3 spaces I believe). It is too dangerous to park in front as the street is narrow and with the use of cell phones and texting that is done by so many today, it is too dangerous to park in front (only about 2 slots are available). My husband has Rheumatoid Arthritis and maneuvering steps is most difficult. Most of the people in the Enloe area are up in age and many do not drive, but can walk to the local post office, but not to Cooper.